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PATENT

IBM/201  
Confirmation No. 1374**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

Applicant: Joseph Philip Bigus et al.      Art Unit: 2121  
Serial No.: 10/021,203      Examiner: Meltin Bell  
Filed: October 30, 2001      Atty. Docket No.: IBM/201  
For: PRODUCT SUPPORT OF COMPUTER-RELATED PRODUCTS USING  
INTELLIGENT AGENTS

**AMENDMENT AND RESPONSE****OFFICIAL**

Mail Stop AMENDMENT  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

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AUG 03 2004

Sir:

In reply to the Office Action dated May 3, 2004, please amend the above-identified application as follows:

**Amendments to the Specification** begin on page 2 of this paper.

**Amendments to the Claims** are reflected in the listing of claims which begins on page 7 of this paper.

**Remarks** begin on page 15 of this paper.

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Serial No. 10/021,203  
Amendment and Response dated August 3, 2004  
Reply to Office Action of May 3, 2004  
IBM Docket ROC920010146US1  
WH&E IBM/201  
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